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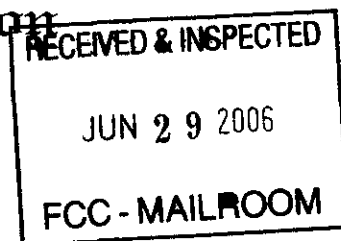
BETH W. SALAK

DIRECTOR

(850) 413-6600

## Public Service Commission

June 27, 2006



Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, D.C. 20554

**Re: CG Docket No. 03-123 TRS Complaint Summary**

Dear Ms. Dortch:

Enclosed is an original and four copies of Florida's relay complaint summary for the period of June 2005 through May 2006. Also enclosed is a 3.5" diskette containing the same complaint summary.

Florida received 243 complaints about the various types of services including Captel. Each of the complaints were resolved within the FCC's time requirements.

If you have questions, please contact me at 850/413-6582 or [rmoses@psc.state.fl.us](mailto:rmoses@psc.state.fl.us).

Sincerely,

A handwritten signature in cursive script that reads "Rick Moses".

Rick Moses

Chief, Bureau of Telecommunications Service  
Quality, Certification, and Enforcement

Enclosures (6)

No. of Copies Made 04 3  
List ABOVE

## Complaint Tracking for FL (06/01/2005-05/31/2006). Total Customer Contacts: 243

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/01/05	Agent keep asking me over and over "number dialing please". They ask at least three times, and caller is voicing the number to dial over and over.	06/01/05	Team Leaders have been made aware and will reiterate VCO procedures to teams.
06/02/05	FL TTY customer states that both the supervisor and agent violated their call. Customer said "I was on a call with agent when she hung up my call. Then I called back and got her again, she then made comments to my party that I had not made, I told her about it. She placed me on hold with out informing me of why. I kept telling her to get back on line she refused then got Supervisor, who made excuses for her then transfered me to Customer Service with out my approval."	07/31/05	Discussed with Supervisor and coached agent on the process.
06/03/05	VCO customer needing to do Answering Machine Retrieval, tried to talk to this agent 4 times and got no response from the agent. Person called back and got another agent who tried to do the Answering Machine Retrieval, but had a hard time. She kept asking the caller to hold a moment. Apologized. No Follow-up requested.	06/19/05	Coached agent on proper VCO AMR procedures.
06/03/05	Customer was concerned because she placed a call to a business and the business said hello and then the agent said that they hung up. The customer then said they tried to say Hello several times to the agent but they did not answer back. The customer was unsure if there was a technical problem or if the agent didn't know what to do. Thanked customer for letting us know about the issue and said that we would talk to the agent about this. The customer was satisfied and no follow-up requested.	07/10/05	Agent no longer here.
06/03/05	FL VCO user complains agent asked for the number 4 times. Apologized and explained that I will let the supervisor know. Customer speech was difficult to understand and RCS had to ask for repeats, which upset customer further and he wanted to know why people can't understand him. I explained some people's speech can be difficult to understand as they may pronounce words differently. Customer does not want contact.	06/03/05	Agent no longer here.
06/06/05	Caller states that agent disconnected him after they called the number and the answering machine came on. Requested follow up.	06/30/05	Unable to resolve complain, agent no longer with this account. Contacted customer regarding resolution. Case Closed.
06/06/05	Caller complaint that agent did not type everything that was said, agent was unresponsive to the VCO user, and hung up on the customer. No follow up requested.	06/13/05	Met with agent. Agent followed procedure. No response and caller hung up. Agent waited for instruction none given. Agent was coached on never to hang up on anyone but after SKSK.
06/11/05	TTY Caller stated that agent hung up on him twice for no reason. No follow up needed	06/11/05	Coached agent immediately.
06/13/05	Customer complained that the agent left a msg on an answering machine that could not be understood. The agents voice could barely be understood and thinks they should be more careful when delivering messages. Thanked customer for feedback and apologized for inconvenience. No follow up requested.	06/13/05	Met with agent, but did not remember this call. Coached agent when voicing a message always sound loud and clear so it can be understood by the outbound party.
06/14/05	Customer explained that she asked the agent to make a collect call to a person in her frequently dialed list. The individual was called, but it was direct dial. The customer advises she talked to her brother since he was on the line, but her instructions to call him collect should have been followed. Apologized. Mailed prepaid calling card to customer. No follow up.	06/14/05	Met with agent, but she did not remember the call. Coached agent on the importance of remaining focus and always following a customer's instructions.

06/18/05	Disconnect/Reconnect during calls	06/20/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent a letter in the mail with tips to reduce their occurrence.
06/20/05	FL TTY customer states that at the end of the call the customer thanked agent. Customer waited for the agent to say "your welcome" but never got a reply, so the customer typed to the agent "is there a you are welcome?" still no reply. Customer said they could tell the agent was still on line with them, but would not reply. Customer Service apologized to the customer. Customer would like a follow up with the supervisor.	08/04/05	Coached agent on proper handling. Made 3 attempts to contact customer without contact.
06/21/05	A FL VCO customer called to say that she gave the agent the number to dial - the agent dialed the number then said nothing and then came back in awhile and said person hung up. No Contact requested	06/28/05	Coached agent on following proper VCO procedure.
06/21/05	Caller ID	06/21/05	Advised customer to contact their phone company to verify Caller ID integrity. Customer sees number but not name.
06/22/05	FL TTY user complains agent didn't respond properly because they asked him to make another call and got no reply, then realized the agent had disconnected them. Apologized for the problem, let customer know I will be sure to inform the agent supervisor for follow up with the agent. No contact requested.	07/10/05	Coached agent on following proper procedure.
06/23/05	Caller cannot complete call through FL Relay. C.S. Response: Apologized for the problem and opened TT 66653.	06/23/05	Tech was unable to reproduce. Advised customer to call again if problems continues.
06/23/05	Disconnect/Reconnect during calls	06/23/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent a letter in the mail with tips to reduce their occurrence.
06/29/05	Customer Complaint: Caller reported that the agent did not dial to the number after he repeated it three times. Customer Service Response: Thanked him for letting us know and told him the report would be sent to the call center supervisor. No follow up requested.	07/10/05	Coached agent on dial out time and proper procedures.
07/03/05	Customer states she gets garbling on incoming long distance calls. Apologized. Service Desk ticket 105,185 opened. Follow up requested.	07/03/05	Customer indicated that she uses an Ultratec Super Print 4425 model and it sits on the acoustic cups, it is not "Direct Connect" she is not knowledgeable about how the setting on the equipments are set to. She acquired her equipment on May of 2004 from Deaf Services. Customer indicated that she will be contacting Deaf Services to see if they can service or replace her equipment. Case Closed after the referral.
07/07/05	Customer stated that agent did not leave a message as instructed. Stated agent hung up before customer had a chance to leave the message.	07/10/05	Agent remembers call and states that the call was disconnected after VCO caller switched to TTY procedure. Agent didn't hang up at all and she stated she would leave the message if the caller request to leave a message.
07/07/05	Customer stated had problems with relay several times on 7/6. Agent answered call - customer said "Can you hear me?" gave number with no response from agent. Then typed "Can you hear me?" again. Agent typed Voice now and the customer again said "Can you hear me?" with no answer from agent. Agent kept typing "Voice Now". Customer hung up out of frustration.	08/04/05	Coached CA on proper VCO procedures

07/07/05	Ans Mach message not typed to IB TTY user - when agent sent (Ur msg left) GA OR SK, customer did not believe the agent and wanted agent to do it again. agent sent (Ur msg left) GA or SK again without leaving the message a 2nd time.	07/07/05	Advised agent of proper ans mach procedures and instructed to follow customer instructions.
07/11/05	Customer Complaint: Customer reported that he was unable to complete his international relay call to Portugal in the early morning hours between 5 and 6 a.m. The agent said there was technical reason the call would not go through. Customer asked for supervisor, when supervisor came on the supervisor told the customer there were too many digits and they could not dial an international number. Supervisor did not provide their name or number. Customer Service response: Apologized for the inconvenience and told him the report would be sent to the call center. No followup	07/11/05	Met with agent, agent stated that the supervisor did inform the caller that it was too many digits provided, and the call could not go through. Agent followed proper procedures by getting a supervisor for assistance.
07/11/05	Voice user unable to connect to CapTel Service Number	07/11/05	Advised verifying that phone line does not have 1-800 block. Advised checking Tone dialing compatibility on phone line; Conducted test call to CapTel consumer.
07/20/05	Account Login Failure	07/21/05	Unit's account was activated. This provided immediate resolution.
07/20/05	Disconnect/Reconnect during calls	07/22/05	Explained the phenomenon of disconnect/reconnect and why it occurs. Also explained if the data transmission capability drops below a certain threshold for a long enough period of time* disconnection may occur.
07/21/05	FL TTY user calls 711 to reach relay. When hearing person receives the call the inbound number is not displayed on their caller ID. Caller was not able to provide agent number or time of call. Caller did say they always dial 711 to reach relay. Customer service explained that the technicians may need more information. Customer would like follow up if more information is needed to solve this problem. TT number 183099.	09/14/05	Not enough information. Left voice message with caller and spoke with called., asking them to get agent id and time of call for me and report the problem again. AM and Technician tried to reach this customer several times but couldn't get ahold of this customer.
07/22/05	FL Blind/deaf user complains that agent must type 10 wpm for calls including relay greeting and macros. No follow-up requested.	07/22/05	Apologized for the problem, explaining that agents can not control the computer greeting speed, but they will slow their typing speed to 10 for her call processing. Customer notes were entered instructing to slow to alternating speeds for conversation and macros was corrected.
07/23/05	Customer states that when calling the Spanish Sprint relay number the call will not ring through. RCS response: Rep tried dialing the number from the RCS office phone and it rang 4 times and dead air. Rep turned in trouble ticket (193,945) and called the FL center and left a message to have that line checked. No call back requested	07/26/05	Technician reset the controller. Case closed.
07/25/05	Customer Complaint: Caller reported that when they made a relay call about 5 minutes ago the agent did not type anything like "ringing or busy or answering machine or other". They disconnected without saying anything. Customer typed everything from the information they needed to give the agent, but no sign to them--nothing. Customer Service Response: Apologized for the inconvenience and explained that the disconnect could have been technical problem. No follow up requested.	08/17/05	Agent stated that there was a lot of static and no response from TTY caller. He didn't hang up at all. Coached him to get a supervisor if it happens again.
07/26/05	VCO user gave the calling to number twice with 'GA' both times, no response. Gave the 'GA' 3 more times, still no response and no dial out. Apologized to the customer and assured the customer a report will be made.	08/09/05	Met with agent, but agent did not remember the call. Coached agent on the importance of always maintaining focus on every call as soon as they come in.

07/28/05	Captions Lag too far behind voice	08/01/05	Reported customer complaint to CapTel Captioning Service for follow-up.
07/29/05	TTY customer states agent was rude and hung up on me. I was speaking to the nurse and typed ga and waited for the nurse response to my question, waited for about 4 minutes then asked agent if the nurse had responded or what was going on and then she hung up on me. Apologized. No Follow-up requested.	08/17/05	Supervisor discussed with agent. Agent does not recall that particular call. Coached agent on the procedures.
07/29/05	Dialing Issue - Unable to dial regional 800 number	07/29/05	Technical Support enabled 1-800 Regional number.
07/30/05	Accuracy of captions	08/01/05	Forwarded call information to Captioning Service management for follow up. Customer said agent could not understand speech impaired friend.
08/03/05	TTY user very upset and very impatient stating the agent was taking too long to process his call.	08/03/05	Met with agent, agent remember the call, and stated customer was being impatient because they felt agent was not leaving message fast enough. Also the options given did not match the options on the recording. Coached agent on always keeping the customer informed.
08/04/05	Dialing Issue - Unable to dial regional 800 number	08/04/05	Technical Support changed database to enable Regional 800 number use.
08/06/05	Customer states that this agent got involved in the conversation and claimed that the customer was making a prank call and then disconnected the call. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested.	09/01/05	Discussed call with agent. Agent did not recall this particular call but is aware that she is not to get involved in the conversation and not to make comments on the type of call.
08/06/05	Voice user unable to connect to CapTel Service Number	08/08/05	Apologized for this incidence as we work to identify and remedy this technical incidence. The incidence has been reported to engineering for further investigation and they are looking into why calls are not reaching agents.
08/08/05	FL hearing customer making call to FL VCO user at 9:25 AM reaching agent. During the call the outbound VCO user starts receiving garbled MSG so inbound hearing customer asked the agent to slow the typing speed down to 30 WPM. That helped for a while but then the garbling came back. VCO customer also states that she never has garbling during outbound calls, only on inbound calls from FL. The TT number is 260887. Customer would like a return call with the resolution to this garbling problem.	09/14/05	This customer was using Ameriphone dialog VCO- We gave her alternative 800 number to use VCO and problem solved.
08/08/05	VCO customer states the call was sent through agent and it should not have been and therefore it was more costly than it should have been. Apologized. No Follow-up requested.	08/29/05	Acknowledged customer concern.
08/12/05	Accuracy of captions	08/15/05	Explained to customer how CapTel service generates captioning* and how she may document and report problematic captioning so we can report this to our Call Center for quality control.
08/12/05	Dialing Issue - Unable to dial regional 800 number	08/12/05	Technical support programmed corresponding local 10 digit number for regional 800 number so CapTel user can successfully make captioned call to regional 800 number.

08/15/05	FL TTY customer states that agent did not want to redial the 3rd time to his nurses voice mail. Agent put customer on hold for a long time so customer asked agent if he could help or is there a problem? Agent still holding so Customer asked to speak to the supervisor and then agent hung up on customer. Customer Service apologized to the customer.	09/17/05	Discussed situation with agent. She states that she does not remember this call but knows how to handle customers and knows not to hang up on them. Will be aware of situation.
08/16/05	Dialing Issue - Unable to dial regional 800 number	08/16/05	Technical support programmed corresponding local 10 digit number for regional 800 number so CapTel user can successfully make captioned call to regional 800 number.
08/17/05	Customer states that he had to ask the agent several times what her agent id n br was and did not get a reply for approximately 3 minutes before he finally did get the agents id number. RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	08/26/05	Met with agent, she did not remember the call. Coached agent on always remaining focus on a call, specially when customer is requesting specific information from the agent.
08/17/05	Customer states that he was very upset that the agent would not give their agent id number when asked when supervisor came to assist on the call, supervisor concentrated on the words that the customer had used as being profanity instead of getting to the problem of why the customer was upset and using these words because of the agents neglect RCS response: Apologized for the problem and assured that the complaint would be sent in as stated. Customer requested a call back to his mother as he cannot receive calls at correctional facility	08/26/05	Met with supervisor, and she did remember the call. Stated that the customer kept using profanity towards both the agent and supervisor, when asked if they had another number to dial. Then customer was transferred to customer service as requested. Contacted customer's mother as requested, and left a message with her regarding the resolution.
08/17/05	Account Login Failure	08/17/05	Unit's account activated. Unit now operational.
08/21/05	VCO Customer stated that agent ignored request for VCO and disconnected caller. Informed caller that agent would be coached.	08/22/05	Supervisor discussed problem with agent and advised of possible ways this could have happened and ways to avoid it in the future.
08/23/05	Accuracy of captions	08/30/05	Explained to customer how captions are generated. Advised customer to keep log of problematic calls and share information regarding problematic captioning with our Call Center Management.
08/26/05	A FL VCO user could not get a call through after using the star 82 feature to unblock his phone number through relay. Entered trouble ticket #351032 Customer did not request follow-up	08/26/05	This problem was caused by the storm through out the state Flo Florida. Bell South has resolved this problem in the area. We tested calls and they completed without any issues. Case Closed.
08/29/05	Inability for CapTel unit to reach data toll free #	08/30/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
08/29/05	Inability for CapTel unit to reach data toll free #	08/30/05	Conducted test calls: Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center.
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08/29/05	A VCO user has been unable to connect to the FL VCO relay number. She has been receiving busy signals and is unable to get through to an agent. Apologized for inconvenience. Opened TT#361885. Suggested she try 711 and the national relay number. Follow-up requested.	08/29/05	This is result of Hurricane Katrina impact- We have referred this customer to use 711 until we restore the system. AM have followed up with this customer and all is up and running as of 9/12/05.
08/30/05	Inability for CapTel unit to reach data toll free #	08/30/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
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08/30/05	Father was leaving a message on customer's TTY ans mach. Half-way through the msg the agent started typing numbers. Thanked caller and explained garble and what can cause it. Offered to write a trouble ticket. Caller did not want a trouble ticket written. Caller wanted the complaint forwarded to the appropriate supervisor to make sure that it was garble and not the agent's fault.	09/01/05	Supervisor spoke with agent about typing accuracy. Agent claims at no time did she start typing numbers on an answering machine. Concluded it was garbling.
08/30/05	Sound Quality - CapTel user sounds far away & under water	08/30/05	Resetting of unit resolved the problem.
08/31/05	Inability for CapTel unit to reach data toll free #	08/31/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
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08/31/05	Inability for CapTel unit to reach data toll free #	08/31/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina* which may be impacting Caller ID identification. Managers of the toll free network were made aware of customer difficulties for corrective.
08/31/05	Inability for CapTel unit to reach data toll free #	08/31/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
08/31/05	Inability for CapTel unit to reach data toll free #	08/31/05	Conducted test calls: Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center.
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08/31/05	Inability for CapTel unit to reach data toll free #	09/02/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
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08/31/05	Disconnect/Reconnect during calls	08/31/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent a letter in the mail with tips to reduce their occurrence.
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09/01/05	Inability for CapTel unit to reach data toll free #	09/01/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/02/05	Unable to make Spanish Captioned call	09/02/05	Apologized for the inconvenience and advised customer to try their call again.
09/02/05	Inability for CapTel unit to reach data toll free #	09/02/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/02/05	Inability for CapTel unit to reach data toll free #	09/02/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/02/05	Inability for CapTel unit to reach data toll free #	09/02/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/02/05	Inability for CapTel unit to reach data toll free #	09/02/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/02/05	Inability for CapTel unit to reach data toll free #	09/02/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.

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09/02/05	Inability for CapTel unit to reach data toll free #	09/02/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/02/05	FL TTY user complains of "all circuits are busy" recording when using 711, and their callers can not get through to them, insisting this is a relay problem which relay must fix, now. Apologized explaining that the recent catastrophe, Katrina, has caused many local phone company issues, and suggested he use the dedicated toll free TTY #, and give his callers the voice toll free # to use, which we verified is working fine. Provided FL V & T #'s and FCC #, suggested he may need to check with his work telephone admin RE: which Local company they use. I explained 711 is accessed via the local phone company and that he should contact them. No contact requested.	09/02/05	This is result of Hurricane Katrina impact. We explained the situation and the customer will contact his local phone company to submit in the trouble ticket to get his system up and running in his area.
09/06/05	Inability for CapTel unit to reach data toll free #	09/06/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/06/05	Inability for CapTel unit to reach data toll free #	09/06/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/06/05	Inability for CapTel unit to reach data toll free #	09/06/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/06/05	Inability for CapTel unit to reach data toll free #	09/06/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/06/05	Inability for CapTel unit to reach data toll free #	09/06/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/06/05	Inability for CapTel unit to reach data toll free #	09/06/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/06/05	Inability for CapTel unit to reach data toll free #	09/06/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/06/05	Inability for CapTel unit to reach data toll free #	09/08/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/06/05	Inability for CapTel unit to reach data toll free #	09/06/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This

[illegible]

09/13/05	Customer Complaint: Caller reported that the agent made persons he was calling upset and mad and did not know how to explain the relay to them and they hung up numerous times. He also dialed the wrong number after he was told three times. Customer Service Response: Apologized for the inconvenience and told him the report would be sent to the call center supervisor. No follow up requested.	09/13/05	Met with agent, but did not remember this specific call. Coached agent to always say the standard explanation, and to remain focus when dialing the number given by the customer.
09/14/05	Inability for CapTel unit to reach data toll free #	09/14/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/15/05	Inability for CapTel unit to reach data toll free #	09/15/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/19/05	Inability for CapTel unit to reach data toll free #	09/19/05	Explained that there was transmission congestion within the nationwide toll free network due to Hurricane Katrina. This disruption caused some consumer calls not to be able to reach our Captioning Center. Managers of the toll free network were made aware.
09/20/05	Voice user unable to connect to CapTel Service Number	09/20/05	Conducted test call with customer to ensure ability to receive incoming captioned call. Advised customer to have caller attempt call again. Asked customer to have caller contact CapTel Customer Service if they required further assistance.
09/20/05	Captions - dropped characters/garbled text	09/20/05	Customer advised to hang up on reinitiate call with a better connection. Customer notes this happens randomly.
09/21/05	Disconnect/Reconnect during calls	09/21/05	Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
09/21/05	Sound Quality - CapTel user sounds far away & under water	09/21/05	Sent customer a letter with suggestions* including advisement to contact Customer Service if problem occurs again* w/ time/date information. CS rep experienced condition on one call; subsequent test call could not reproduce.
09/22/05	Disconnect/Reconnect during calls	09/22/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
09/22/05	Spanish VCO user experiencing garbling on her calls to family members with FL Relay. Can not communicate.	09/22/05	Apologized to the customer and referred to FTRI for follow up on the equipment and set up to ensure all is set up properly. Customer does want FTRI to contact her for the follow up on the VCO phone and resolution to problem.
09/27/05	Sound Quality - Static	09/27/05	Advised customer to try the phone at another location to see if produces same problem and report back to customer service.
09/29/05	Customer said that agent did not answer 2 times. Customer said this happened on 9/27/05. Customer did not elaborate. Thanked customer for letting us know. Customer would like Follow up at number given.	09/29/05	The agent was met with, she did not remember the call and stated several times TTY user's call on F2 therefore the caller has to wait for the proper connection to F1. The agent was coached on the importance of remaining focus. Informed the customer and will get back to us if they experience it again. Case Closed.

10/03/05	TTY customer is upset that the agent did not say "your welcome" back to the person before disconnecting. The TTY customer even asked, hello, are you there, and there was no further response. The call itself was fine. Apologized. No follow-up requested.	10/03/05	Met with agent, she did not remember the call. Coached agent on always being polite to every customer and maintaining a professional phone image.
10/05/05	Disconnect/Reconnect during calls	10/05/05	Provided customer with information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and suggested tips to reduce their occurrence.
10/07/05	System Message: Ticket has been opened by customer for appending, but no text has been entered. Subticket closed by system.  Agent disconnected caller. After agent dialed out the number the customer didn't see anything, and then the agent hung up. Thanked caller. Customer would like follow up by phone.	10/16/05	Agent didn't remember the call. Coached agent on consequences and importance of not hanging up on customers. Called customer 5:28 pm 9/30/05 ans mach Called customer 6:18 pm 9/30/05 ans mach Called customer 11:05 am 10/03/05 ans mach. Cannot reach customer. Ticket closed.
10/11/05	Caller said agent was unable to understand and type legibly. Caller was dealing with very personal important business and what agent typed was misspelled and pieces of information was missing. Loan officer said agent was constantly asking voice person to repeat. Apologized to the caller for the problem. No follow up required on this issue.	10/11/05	Met with agent, and she did remember the call. Spoke to supervisor who assisted her on the call, and she stated she did not see any major errors or missed parts of conversation. They also stated that the TTY user was complaining of receiving symbols and numbers. Still coached agent on always making sure to have perfect accuracy and spelling while typing to the tty user.
10/12/05	Caller complained that agent did not redial busy signal 3 times as instructed. Agent only dialed twice even though caller asked more than once.	10/23/05	Agent does not recall the conversation but does state he is aware that customer instructions are to be followed and is aware of proper procedures.
10/14/05	Accuracy of captions	10/14/05	Apologized for this incidence. Explained to customer how CapTel service generates captioning* and how they may document and report problematic captioning back to our Call Center for quality control.
10/15/05	VCO customer having trouble using calling card through the relay service. Did test call and TT 579148. No follow-up requested.	10/15/05	We did test the call and it works just fine. No follow-up requested.
10/17/05	VCO customer called in to complain that when he called and asked for VCO, the agent types "Name and number calling please". The customer then asks the agent to confirm that she is hearing voice with no response. Customer repeats "voice pls", "voice pls" with no success. No follow up requested.	10/31/05	Met with agent, but they did not remember this specific call. Coached agent on proper VCO procedures, and always maintaining focus on a call.
10/17/05	FL VCO user complains, "It doesn't work. Why?" Using 711 to reach Florida Relay. Customer's VCO branding was not showing to RCS.	10/17/05	Apologized and provided the toll free dedicated FL VCO number. Explaining that the dedicated FL VCO number works best for VCO users. Re-branded as VCO.
10/18/05	Dialing Issue - Unable to dial regional 800 number	10/18/05	Tech support substituted unrestricted telephone number for regionally restricted toll free number.
10/24/05	Customer stated agent did a lousy job, he was on VCO call and asked the agent to wait for a few seconds while he get another number to call and the agent typed SK SK and then SK SK again and didn't wait for him. Supervisor apologized for the inconvenience and stated would pass complaint on to appropriate supervisor. Customer would like Follow up.	10/25/05	Supervisor met with agent who stated after call was over she opened headset and didn't hear anything from the VCO, closed it and typed SKSK re-opened it and still didn't hear anything and typed SKSK again. Coached the agent to wait until she hear the VCO speak with further instructions before closing the headset and attempting to end the call. Agent understands. Made 3 attempts to follow up with customer via phone with no success. 10/24/05 12:00 PM (voice answering machine) left message. 10/24/05 5:00 PM (voice answering machine) left message. 10/25/05 9:30 am (voice answering machine) left

			message. Closing ticket due to inability to reach customer.
10/24/05	Disconnect/Reconnect during calls	10/24/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
10/26/05	Customer explained the agent was inattentive on his call. He would like to know why 30 seconds would elapse after he would talk. The agent didn't indicate she was having trouble, but the call quality was poor. He wants an explanation. Apologized. Supervisor will be notified. Follow up requested.	10/26/05	Met with agent, coached agent on staying focused on all calls, and to keep customer informed throughout the call. Informed the situation to customer. Case Closed.
10/27/05	Captions Lag too far behind voice	10/27/05	Investigated call cited by customer. No technical difficulties were noted in the system. Customer stated that this only occurred on the single call cited. Asked customer to log and report to us should this ever occur again.
10/27/05	Captions - dropped characters/garbled text	10/27/05	Investigated call cited by customer. No technical difficulties were noted in the system. Customer stated that this only occurred on the single call cited. Asked customer to log and report to us should this ever occur again.
10/28/05	Customer states that they are receiving harassing calls in the middle of the night and cannot stop them. They will be going to the FCC with the problem and hope that something can be done. RCS response: apologized for the problem and assured that the complaint would be sent in as stated. No call back requested	10/31/05	Acknowledged the customer's concern.
11/01/05	A voice customer called to report trouble calling his VCO mother. The voice customer is in the Marina Islands and his mother is in Florida. When either one calls the other, they get the message "this combination is not allowed." Customers are calling the FL relay numbers. Apologized for inconvenience. Made test call with same result. Opened TT#659458. Follow-up requested.	11/01/05	Informed Fla customer that she needs to let agent know to dial 011 before 670-234-3182, since it is Saipan. Saipan customer needs to dial International Access number of 605-224-1837. Case Closed
11/03/05	Customer experiencing problems dialing FL 800 TTY number for past two days (apologized for problem encountered advised complaint and trouble ticket would be entered) T.T. 670850 Customer request contact asap	12/18/05	We contacted the caller through th Relay Service and inquired about her problem. She advised me that she had not made any calls since she reported the problem earlier. We asked her to place a couple of test calls to the Relay Service to both the 800 toll free number and to 711. She was able to connect to the Relay Service on both attempts and indicated that it works now. Case Closed
11/10/05	Accuracy of captions	11/11/05	Customer shared feedback regarding accuracy of captions and captioning speed. CSR thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date and time for record.
11/11/05	Customer called in stating that the agent dialed the number the line rang twice then didn't get any response from agent after that. Apologize to the customer and informed them that this information will be forwarded to the proper call center.	11/17/05	Agent does not recall conversation with customer. Coached her on proper procedures.
11/14/05	Captions - dropped characters/garbled text	11/14/05	Advised customer to contact telephone company to check and upgrade phone line. Also offered possibility of returning unit to issuing agency for exchange. Customer notes there have been significant utility problems in their area with the hurricane.
11/15/05	Disconnect/Reconnect during calls	11/16/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why

			disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
11/16/05	Agent broke transparency and told client that son deserves to be in jail and customer believes that agent called police and told them personal information. Wants a call back.	11/16/05	This is a duplicate of another contact originally entered in the system by Customer Service on 10-7-05. The original attempts to contact the customer are documented on contact K648942857. Three additional attempts were made to contact the customer to no avail. Customer was called on 11-18-05 at 11:55 am and the number is disconnected. Customer was called on 11-21-05 at 8:39 am and the number was disconnected. Customer was called on 11-25-05 at 10:51 am and the number was disconnected. The contact is considered closed after 3 additional attempts to contact the customer.
11/16/05	Dialing Issue - Unable to dial regional 800 number	11/16/05	Technical support adding equivalent to regional toll free number to database.
11/17/05	Customer was placing a medical related important call. Said agent dialed number, rang 4 times. Did not keep customer informed - just said that outbound hung up and gave the sksk not allowing the customer to redial.	12/03/05	Coached the agent on the importance of keeping the customer informed and following customer instructions.
11/18/05	Captions Lag too far behind voice	11/18/05	Explained to customer how CapTel service generates captioning* and how they may document and report problematic captioning back to our Call Center for quality control.
11/18/05	Disconnect/Reconnect during calls	11/18/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
11/28/05	Disconnect/Reconnect during calls	11/28/05	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter in the mail with tips to reduce their occurrence.
11/30/05	A FL TTY customer called to complain that agent did not respond to her typing and caller states that agent did not respond to her for 10 minutes. Caller stated that she did not know if she received an answering machine or a person on the line then the agent stopped relaying all together. Caller hung up in frustration. Apologized for the problem. Caller did not request follow up.	12/17/05	Coached agent on proper procedures.
12/02/05	Disconnect/Reconnect during calls	12/02/05	Apologized for incidence and provided customer with information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring* and offered tips to reduce their occurrence.
12/05/05	Disconnect/Reconnect during calls	12/05/05	Sent directions for how to do over the wire update. Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might be occurring and sent email with tips to reduce to reduce their occurrence.
12/08/05	Disconnect/Reconnect during calls	12/08/05	Customer experienced disconnect/reconnect on a call. Customer will report interrupted calls for further investigation of problem. Apologized for incidence and explained the difference between a CapTel phone and a traditional phone.
12/10/05	Customer stated "Agent hung up on me, not sure if he knew	12/30/05	Met with with agent, did not remember the call. Coached agent



	what he was doing. I made a call, I'm not sure what the other person did to him but he should have remained on the line. Please correct his work performance." Customer requests follow up.		on the severity of hanging up on a customer. Contacted customer regarding resolution.
12/12/05	Accuracy of captions	12/12/05	Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for the feedback informing customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date and time for record purpose.
12/15/05	VCO customer states that the agents do not dial the right numbers and they put numbers on the screen. They also type the recording saying that this number is not available, in the middle of the conversation. Apologized. No follow-up requested.	12/15/05	Met with agent, but she did not remember this incident. Coached agent on always focusing on a call and dialing the correct numbers.
12/26/05	VCO customer says the agent waited "at least two minutes" before dialing out the number he requested. Apologized. Explained normal relay procedure. No follow-up requested.	01/02/06	Advised agent of proper VCO procedures. Agent explained that call came in on Voice line and could not communicate with the caller in the beginning of the call. (Team Leader verified technical issues in center)
12/26/05	FL voice caller complains Florida Relay employs too many people he can't understand as they don't speak good English. Apologized, explained I will let the supervisor know the concern. No contact wanted.	12/26/05	Met with Team Manager and the agent number is assigned to him. Explained that customer was having a difficult time understanding the agent, and himself. But before he was able to try and get a different agent on the line customer disconnected. We always coached agents speaking loud and clear on every call.
12/29/05	Party called from number branded as correctional facility. States agent hung up on party and didn't attempt to place call. Party stated was hung up on about a dozen times today.	01/14/06	Met with agent and she did not remember the call. Agent was coached on the severity of disconnecting calls.
01/04/06	Voice user unable to connect to CapTel Service Number	01/04/06	Advised customer to retry and it worked. Case Closed.
01/04/06	Customer Complaint: Voice caller reports that since last Friday, Dec. 30, every time someone is trying to call her home number they are connected to FL Relay. As it so happens, last Friday she accidentally dialed a wrong number and was connected to FL Relay (possibly dialed 711 in the sequence of numbers). Now nobody can reach her at her home number. Also entered TT # 956217 to check the trouble in Relay system. No follow up requested.	01/04/06	Apologized for the inconvenience and advised her to report that to her local phone company to check to see if the lines had somehow become crossed in their system. Technician tested the line and it worked just fine. Case closed.
01/04/06	Echo Sounds - CapTel user hears	01/04/06	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction.
01/05/06	Disconnect/Reconnect during calls	01/05/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
01/05/06	A voice customer called to report that she has had trouble calling her mother in NY via relay because she keeps receiving the recording that her LD service has been disconnected. Brighthouse LD is clearly listed in her customer database notes as her LD company. Apologized for inconvenience. Checked database to verify system is set up correctly to process via Brighthouse LD. Did two test calls via FL relay to determine the problem. Both agents did not appear to realize Brighthouse was the LD carrier, or else the call is not processing correctly. Follow-up requested.	01/05/06	Account Manager followed up and explained the process for using Brighthouse LD. Customer now understand the process. Told them to let AM know if the problem continues.

01/08/06	Customer stated that agent was very rude. Agent stated to customer that the FD# she wanted to dial was not on her list (Supervisor taking complaint verified the # was available on the FD list). Caller stated she accidentally called the agent ma'am - the agent got mad and said "I am a sir, not a ma'am" and was very rude. Caller states she has had no problems with other agents in 4 years - just this one agent. Caller stated her friend has had same problems with same agent. Customer requests follow up.	01/08/06	Met with agent, and stated that this customer did called in once and began complaining about agents deleting information from her notes, and that she would complain to the state. Ever since everytime he gets this specific customer she always hangs up on him. He stated that he has never deleted any customer notes or FD# from this customer or any other customer. Informed agent that we no longer change any of the customer's notes or FD#, that the call has to be transferred to customer service. Tried to reached customer several times, kept getting answering machine, and a message was left regarding resolution to complaint.
01/10/06	A voice customer has been trying to call her VCO daughter all evening via FL relay, and relay tells her her daughter's line is busy. The daughter received the same response when she tried to call her mother. When the mother calls directly she gets through with no problem. Apologized for inconvenience. Opened TT#991502. Follow-up requested.	01/10/06	We tested the call and was able to connect with out a problem. We talked with customer's daughter and she had no knowledge of any problem and stated that she had just recently placed a call to her mother. And she has the answering machine to answer her calls. Case closed-
01/11/06	Accuracy of captions	01/12/06	Apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
01/11/06	Caller stated that she had 2 messages on answering machine that were not complete, had poor spelling and missing numbers from telephone numbers that were left for callbacks. Customer stated that she has had problems with FL relay leaving messages ever since she started using FL Relay. I explained that since she has had so many problems it may be a technical problem with her TTY answering machine but would also coach the agents to make sure they were aware of proper procedures. Customer did not want follow up.	01/26/06	Met with both agents, and they did remember the call. They stated that the customer asked them to retrieve messages from voice mail. As they began typing the message to the caller, the customer began to complain that it was not coming out clear. Both agents informed the caller that they were typing everything verbatim, and that it might be on her TTY machine experiencing problems. But before they could continue, customer hung up in the middle of both calls. Coached agents on the importance of always typing with accuracy and clarity on every call.
01/11/06	Customer Complaint: Caller reported that he was not able to complete his calls to numbers in AZ last night and this morning. Only reached a busy signal. So tried his call using another state relay with unrestricted roaming and the call did go through just fine. Customer Service response: Apologized for the inconvenience and obtained the information to enter a trouble ticket (TT # 993933). Placed a test call from CS desk phone to the numbers in AZ to be sure they were working numbers, and tested just fine. Told the customer TT would be entered to resolve the problem. No follow up requested.	01/11/06	Technical Support tested the call and it went through just fine. Closed Ticket.
01/13/06	Customer states at approximately 12:30 EST on 1/13/06, the agent disconnected from him. The customer explained that on his first call he reached an answering machine and he asked the agent to try it again. The agent did not respond. Customer states he realized from his signal that the agent had disconnected. Apologized. No follow up.	01/13/06	Discussed situation with agent who does not remember incidence. Agent stated that he would not hang up on a customer and apologized for this happening. Coached on agent.
01/13/06	Captions Lag too far behind voice	01/01/06	Have asked customer to log and report calls with poor caption performance. Customer has not provided any further detail on new calls.
01/16/06	Disconnect/Reconnect during calls	01/16/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
01/16/06	FL Voice customer called in to say they wanted to get on our Relay no call list, because they are getting fraud calls from Nigeria. Customer Service apologize to the customer and	01/16/06	Case Closed.

	educated the customer on Relay. Customer does not need follow up.		
01/18/06	Caller had concerns about frequent hang ups and persons attempting to contact him through relay over the last 3 weeks getting a recording that all circuits are busy. Caller requested a voice mail be left for him to ensure that his voicemail greeting was clear. Called customer's voice mail and left message as he requested. Customer did not request other follow up call.	01/18/06	Closed contact for deletion. Not enough information to enter TT. Test call completed fine. Customer does not want any other contact.
01/21/06	TTY customer states the first call was fine but they wanted to make a second call and there was no response from the agent and then the agent disconnected the call. Apologized. No follow-up requested.	01/21/06	Supervisor discussed complaint with the agent. The agent did not recall this particular calls but states that he knows not to disconnect customers.
01/23/06	FL TTY user complains that when they were transferred to an answer machine on their call, they told agent to hang up and the agent hung up on them, preventing them from redialing. Apologized, explained I will let the supervisor know so they can address it with the agent. Customer does not want contact.	01/23/06	Supervisor met with agent to discuss proper call handling procedures.
01/23/06	Customer has reported garbling issues with incoming Long Distance Relay calls before and the problem has never been fixed. T.T. 1056329		Contacted customer and walk through with her on the equipment and made several changes. I.E. Turn off Auto ID feature off and some other features and told her to make some calls and let us know if problem resolved or not. Ticket closed due to no contact back from customer.
01/23/06	A FL TTY customer states they have repeatedly had a garbling problem on incoming calls only. When customer uses direct TTY to TTY they have absolutely no garbling problems. However, when customer receives calls from out of their state (long distance calls) the calls are always garbled immediately. Customer states this does not happen when they place the calls, again only when they are receiving them. RCS apologized and turned in TT #1056343. Follow up requested.	01/24/06	This issue is being looked into by Technical Support and Technician tried to contact customer 3 times with no luck. Ticket closed.
01/24/06	Customer states that they are repeatedly having garbling issues with incoming long distance calls through Relay service. Call Back requested		Apologized for the problem and assured that the complaint would be sent in as stated as well as a trouble ticket to the technicians. Account Manager contacted the customer and explained the possibility issues and how to control these issue. Case Closed.
01/24/06	Voice user unable to connect to CapTel Service Number	02/06/06	Designated CapTel and Voice user's Carrier of Choice for long distance calling. Caller did not acknowledge voice mail messages offering ongoing assistance.
01/25/06	Customer Complaint: Caller reported that the agent did not follow his instructions. The caller did not provide what the instructions were that were not followed, but the notes give instructions as follows: "VCO customer in Creole use TTY for English. Customer must say which 10 10 code he wants to use, please verify calling to number before dialing." Customer Service Response: Apologized for the inconvenience and told caller the report would be sent to the call center supervisor. No follow up requested.	01/25/06	Operator coached to make sure and follow customer note requests and customer typed/spoken requests.
01/26/06	Captions Lag too far behind voice	01/31/06	Customer shared feedback regarding captioning speed on a specific call with documented date* time* and agent number. CapTel Customer Service apologized for incidence and thanked customer for the feedback and informed them that information would be shared with Center and coach the agent.
01/27/06	FL VCO user called in to say supervisor and agent upset him. Customer said he asked for customer service and the agent said hold for the supervisor. Customer believes when he asks for customer service the agent should transfer him to Customer Service and not get the supervisor. Customer was upset about	01/27/06	Reviewed proper procedures with agents.

	the Supervisor <b>but</b> did not elaborate on what the Supervisor did wrong. Customer Service apologized to the customer. Customer does not need <b>follow up</b> .		
01/30/06	Disconnect/Reconnect during calls	01/30/06	Apologized for incidence and provided customer with information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring.
02/06/06	Captions - stop <b>in</b> middle of call	02/09/06	Discussed the possibility of a bad connection or weak link in the routing of the call through the various telephone networks. Also* sent customer information explaining the difference between a CapTel phone and a traditional phone.
02/07/06	Accuracy of <b>captions</b>	02/16/06	Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
02/07/06	Sound Quality - <b>Buzzing</b>	02/08/06	Sound quality: buzzing; Customer was unwilling to perform detailed troubleshooting by phone; is going to contact local distribution office to either arrange for home visit by state program representative* or to return CapTel phone.
02/08/06	Captions - stop <b>in</b> middle of call	02/08/06	Advised customer of possibility bad connection or weak link in the call. Sent customer information explaining the difference between CapTel phone and traditional phone.
02/10/06	Echo Sounds - <b>CapTel</b> user hears	02/07/06	Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction. This resolved problem.
02/16/06	Disconnect/Reconnect during calls	02/16/06	Explained to customer why the disconnections might be happening and gave her tips to prevent them. Customer believes that there's something wrong with the unit and she contact FTRI to get her unit replaced.
03/05/06	Customer stated <b>that</b> agent did not type the recording on the answering machine, but only sent the macro (Ans Mach Hung Up). Caller said <b>he</b> was mad and was wondering why the person he was calling <b>hung</b> up on him, and whether that person did not want to talk to <b>him</b> . He said he will use another relay to complete his calls. Apologized to the customer and assured that this issue will be addressed <b>with</b> the agent.	03/05/06	Met with agent, and she stated that she did in fact not type the recording. Coached agent on the importance of always typing everything heard back to the caller.
03/10/06	TTY Spanish customer getting sending garbling to agent but most of agents <b>typing</b> is fine. Apologized, TT 1304212. No follow-up requested.	03/10/06	Technical checked into the problem and tested the line. The system worked fine. Suggested to get their equipment replaced or turn off some features on the device. Case Closed.
03/13/06	Disconnect/Reconnect during calls	03/30/06	Customer will perform several tests to determine if certain other devices on phone line may be responsible to difficulties. Customer will report back.
03/13/06	FL VCO user <b>complains</b> relay agents are stupid. Caller complains her # <b>does</b> not show for all calls with relay. Apologized <b>explained</b> that relay can not guarantee caller ID will work for all calls. <b>Selected</b> her # to show in the database. No contact wanted.	03/13/06	Apologized explained that relay can not guarantee caller ID will work for all calls. Selected her # to show in the database.
03/14/06	Disconnect/Reconnect during calls	03/16/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent

			email with tips to reduce their occurrence.
03/14/06	Disconnect/Reconnect during calls	03/14/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
03/14/06	Disconnect/Reconnect during calls	03/14/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
03/14/06	When she calls tty user often there is garbling and she would like suggestions on solving this issue	03/14/06	Referred customer to customer service for assistance. And suggested that she may need to replace her TTY equipment with their equipment distribution office.
03/20/06	Disconnect/Reconnect during calls	03/21/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.
03/21/06	FL voice cust calling his mother, VCO first time disconnected by his mother bec she answered on regular phone voice cust instructed agent to dial again & his mother would answer on VCO phone agent dialed out but call was disconnected again agent stated a button on his comp was not working voice cust requested agent dial out again agent apparently thought he was muted and said bad things about the caller when voice customer asked agent for their ID number agent said few numbers and did not give 4 digit nbr call placed at approx 8:35A EST cust req complaint filed w/ limited info provided (apologized numerous times to customer) (did not req contact)	03/28/06	Supervisor met with all male agent working during the time of the call. Discussed and emphasized proper VCO procedures and call handling procedures.  With the center manager's involvement, further investigation was pursued and the correct agent ID #. The agent is no longer here; therefore, unable to follow up with agent."
03/23/06	The caller stated that agent was cussing at the end of the call. Apologized for the inconvenience. Customer would like follow up.	04/02/06	Unable to resolve complain, that specific agent number is not assigned to anybody. Customer was contacted with resolution.
03/23/06	FL VCO customer called to complain that today all of the agents in the 6500 series range that she reached did not seem to receive her typing or voicing. Several times she reached these agents and they kept asking for the number she was calling after she had typed it. She called to 9000 series agents and did not have any problems. Apologized. Opened TT 1376861. Follow-up requested.	03/23/06	Technical review the issue and apparent there were no issues according to the Call Detail Record. Suspected that it could be agent error or training issue. Informed customer to let us know if this problem continued as it should be working just fine by now. Case Closed.
03/23/06	Disconnect/Reconnect during calls	03/23/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
03/23/06	Captions - dropped characters/garbled text	03/23/06	Sent email explaining how the CapTel works and how the quality of the phone line affects the quality of the captions. Explained how to contact the phone company to have them check the quality of the line.
03/24/06	Unable to make Spanish Captioned call	03/24/06	Customer Service Representative advised customer of the hours of Spanish Captioning service and to try calling during those hours.
03/27/06	Stated that agent took a long time to respond and when started typing message was garbled so typed again to operator. Stated agent was a "smart ass" and said "I know you saw I said I was dialing." She said he response that the message was garbled, so agent said "you should have told me it was garbled." and	03/27/06	Met with agent, but she does not remember this call. Coached agent on the importance of always maintaining a professional phone image on every call. As well as the severity of hanging up on a customer.

	when asked for a supervisor the person hung up. I apologized for the inconvenience, and informed the caller that this information will be forwarded to the agent's supervisor. No follow up requested.		
03/30/06	Disconnect/Reconnect during calls	03/31/06	Customer notes multiple disconnect/reconnect experiences. Customer Service shared tips on what can cause such incidence. Customer did not feel comfortable dealing with troubleshooting. Referred customer to issuing agency.
03/31/06	VCO customer reports agent was rude agent asks for phone number 3 times VCO customer addressed the agent as ma'am and agent typed they were they male customer also receiving garbled messages and reports the agent was typing too fast (supervisor assisted on the call to take complaint customer received garbled messages from supervisor as well supervisor apologized to customer) Customer did not request contact.	04/05/06	Met with agent, they did remember the call. Said he and the supervisor were having garbling problems while speaking to the customer. He asked customer to repeat number because agent was having a hard time understanding what the customer was saying. Coached agent on always letting the customer know as to why they are asking for the phone number, in this case is because they did not understand the caller. Also advised agent that if a customer has notes saying to lower typing speed to make sure and follow those directions.
03/31/06	VCO caller stated that the agent was rude and insulting. She did not appreciate his attitude.	04/13/06	Met with agent, he stated that the VCO user was using profanity and was rude for no apparent reason towards the agent, the supervisor that assisted on the call, and the second agent that relieved him from that call. Coached on the importance of always keeping a professional phone image during a call.
04/12/06	Disconnect/Reconnect during calls	04/12/06	Customer representative advised of common methods to determine cause of disconnect/reconnect and will report results.
04/13/06	FL VCO user tried 3 times to call VCO to CapTel call to her husband, was told by agent and supervisor they can't process her call. Apologized for the problem, test called via VCO to CapTel successfully. discussed how to instruct relay opr for this call type. Customer does want contact from relay account manager.	04/13/06	Customer doesn't want follow up. Account Manager have contacted the call center and emphasis with them to ensure that agents use proper training when customers calls through Cap Tel to talk with VCO customer. Ticket closed.
04/15/06	TTY customer upset because the agent did not acknowledge her after the call was over. The TTY customer kept prompting the agent to say "ur welcome" but the agent never acknowledged that she was there. This is her way of confirming that the call is over. After 5 minutes, she disconnected. Apologized. No follow-up requested.  The call was placed at approximately 7:07 CST and lasted about one minute.	04/15/06	Met with agent, but she did not remember this specific call. She stated that she always closes her calls with "ur welcome". Coached agent on always having a professional phone image and closing each call with courtesy.
04/19/06	Disconnect/Reconnect during calls	04/25/06	Disconnect/Reconnect—Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce the problems.
04/20/06	Service - General	04/20/06	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
04/20/06	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.
04/20/06	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.

04/20/06	Service - General	04/25/06	Inbound call technical problem reported at 11:32 am on 4/20/06. The problem was resolved at 1:52 pm by CapTel Technical Support.
04/20/06	Service - General	04/26/06	Inbound call technical problem reported at 11:32 am on 4/20/06. The problem was resolved at 1:52 pm by CapTel Technical Support.
04/25/06	Service - General	04/25/06	Isolated incident: technical difficulty identified on the call and remedied. Apologized to customer for inconvenience* and assured customer that this was an isolated incident.
04/25/06	A FL TTY user called to report that almost every time he is transferred from an English speaking agent to a Spanish agent, the line becomes garbled. He says this does not happen on incoming Spanish calls, only when he is transferred from English to Spanish agents. Apologized for inconvenience. Opened TT 1566752. Follow-up requested.	04/25/06	Advised customer to call Spanish Relay number directly instead of going through 711. Customer expressed that the equipment may be bad and will take it in for replacement. Account Manager informed customer that if they have this same problem again contact Account Manager directly right away with more information. CA number and time and etc. Case Closed.
05/03/06	TTY customer complains the TTY recording received from FL Relay when Relay is busy types too slowly TTY recording "all agents are busy pls hold for the next available agent" is too slow and typing speed should be increased (advised the complaint would be forwarded to management) Customer did not request contact follow up.	05/03/06	Account Manager's aware of this issue and work with all Call Centers to ensure that they maintain their typing speed. Case Closed.
05/08/06	A FL TTY customer called to report that 2 different agents could not connect to two numbers he was trying to call. When he called directly, they rang through. Apologized. Did test call to both numbers; they both rang through. Opened TT 1644374. Follow-up requested.	05/08/06	Bell South carrier's T1 line was down during that time. And we retest the line this AM and it went through- Case closed.
05/15/06	VCO customer placed a call this morning asking the agent to not announce the call but they announced the call anyway. After the call, the customer asked the agent about this and the agent did not respond to her but disconnected the call instead. Apologized. No follow-up requested.	05/15/06	Account Manager communicated with Call Centers' managers to ensure that they follow the instruction from customer's request on how to handle the call. Case Closed.
05/15/06	Disconnect/Reconnect during calls	05/15/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
05/16/06	A FL voice customer called to report that she is unable to reach a TTY user via FL relay because she reaches the recording "this number does not accept unidentified calls." Agent have unblocked her number and it still will not go through. When she dials direct she can get through with no problem. Customer cannot dial star 82 as she is calling from a business. Apologized for inconvenience. Opened TT 1693276. Follow-up requested.	05/16/06	Technician made several attempts to contact this customer without any success. The problem couldn't be duplicated. Suspected that it's because the caller is dialing from behind PBX and passes through trunk number not caller's number. Ticket closed.
05/18/06	Accuracy of captions	06/06/06	Customer shared feedback regarding accuracy of captions and captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
05/18/06	Disconnect/Reconnect during calls	06/06/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

05/30/06

Disconnect/Reconnect during calls

05/30/06

Explained the difference between a CapTel phone and a traditional phone. Explained to customer why connection/reconnection might be occurring and provided tips to reduce their occurrence.



DOCKET NO. **123-123**

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